AoG Business Architecture

Business Connect Generic SAM Description

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# Generic Business Connect Data Subject Areas

## Overview

Information Services for Business (Business Connect) was developed as a prototype system by GCP in 2017. It is an application which allows businesses to request permits and licences (permissions) once only. The information provided is used to create requests and their associated data which is initially and repeatedly submitted to one or more local authorities. This saves the businesses a lot of time and effort.

The prototype was a success and it was decided to “tidy up” the data handling in the application and for MBIE to produce a production system. The project was moved back to MBIE and was renamed Business Connect. The Project had always worked on the assumption that the underlying components of the application were not unique and were applicable to, probably, most applications within Government. This is obviously true of the data management techniques and other areas such as delegation management.

Further, it was recognised that requesting “permissions“ from local authorities was logically the same as requesting “permissions” from many Government Agencies. The model is therefore targeted to cover the granting of “permissions”. This word was chosen to represent the variety of deliverables which are output from Agency services. Each of these is effectively a permission to do something and typically go by the names Licence and Permit.

Thus a data model of a generic “permissions” has been developed. It will handle simple permissions, such as requesting a fishing permit, to complex permissions, such as applying for a firearms licence.

In addition, detailed examination of the “permissions” process has resulted in the identification of many common aspects of those processes and these have been moved to become part of Service Requests. This has enhancing the generality of the model and made it easier to use for other government processes.

The overall model has been broken up into a number of discreet data subject areas which will allow for the development of reusable components for selective Agency use.

## Anticipated Benefits

It is anticipated that even just the availability of these models will be of benefit in guiding Agencies in their development of new/replacement applications. Once each area is developed, together with its APIs, then multiple use of those developments will result in cost savings.

Another benefit is the straightforward interoperability that will be enabled by their use. Furthermore an increase in development consistency will result in improved Customer experiences.

## Further Developments

This generic model is targeted at the implementation of a “Permission” provision to Customers. This area within the model can easily be “unplugged’ and replaced. Earlier work by the Government Enterprise Architecture Team has identified a number of common processes across Agencies. It will be possible to model these and reuse all of the generic areas of the Business Connect model. This is covered in more detail in the area descriptions below.

# Purpose of this paper

The purpose of this paper is to provide a good understanding of the Subject Areas of the generic model and how they relate. The underlying data models are detailed to the level that they will support application development once they are fully attributed (next step).

The objective of issuing this paper is raise awareness, at an early stage, of this development. The implementation mechanism has not been pre-determined but regardless of approach the ability to evaluate options based on a thorough understanding of the data handling required is very necessary.

# Business Connect Subject Areas

The diagrams below show the Subject Areas of the detailed data model. There are two diagrams.

* A Logically arranged diagram of the Subject Areas which facilitates description and understanding.
* A package diagram of the Subject Areas showing their Entity content. This shows the areas depicted in approximately the same relative positions as they occur on those models.

The Subject Areas and the Entities on the detailed models carry the same colour.

The Subject Area diagram can be “read” by taking the area “boxes” at each end of a relationship line and joining them in a sentence using the word on the relationship line thus:

**Locations** require **Facility Permission**s

**Locations** are the basis of **Permission Request**s

An overview of the subject areas follows. Detailed descriptions of the Areas and the Relationships follow the diagrams.

* **Government** is the originator of Legislation and the Business Event definitions which include “Permissions”
* **Party** is the generic term for Persons and Organisations
* **Contacts** is the data required to contact **Parties**
* **Identity** carries all of the identification data for a **Party**
* **Party Roles** are the Rolesassumed by a Person or Organisation
* **Data and Docs** are the data items and documents originating from a Party or Location
* **Locations** areplaces (addresses) or physical areas
* **Delegations – Basis** covers the basic agreements and authorities for a delegation
* **Delegations – Organisation** covers the delegations provided by an organisation
* **Delegations – Party** covers the actual delegations held by a Party
* **Facility Permission** defines a Permission which is associated with a Locationand this typically originates from Government Legislation
* **Provider Permission** defines Permissions which Providers provide as a Service. These are based a Government defined Permission. Providers have individual variations in the data, documents and rules they require to grant a Permission.
* **Providers,** typically Agencies**,** provide Services
* **Provider Services** detail the Services that Providers provide
* **Provider Service Request** is a request from a Customer for a Provider Service
* **Permission Request** is a specific form of Service Request being that for a Permission to be granted
* **Form Management** is a generalised handler of paper form matching to service required data and the production of “paper” forms from the supplied data.

 

## Subject Area Descriptions

**Government** covers all the high level entities which are associated with Government itself. It is possibly not going to be implemented unless there is some purpose but selected entities may appear in this and other models. AoG is the origin of the Business Event definitions which include “Permissions”.

**Note** The notion is that all Government Services (indeed all services) arise from an Event (Business Architecture component). These are termed Life or Business Events and these occur within one of a number of “Life” Journeys. Life Journeys happen within all individual’s and business’s lives and are a logical groupings of events best explained by example. For example:

* The event “Having an operation” occurs within the “Health” life journey.
* The event “Enrol with ACC as an Employer” occurs within the “Being a Business” life journey.
* The events “Food Safety Accreditation” and “DoC Permits” occur within the “Obtaining Permission” life journey.
* The event “Earning an Income” occurs within the “Employment” life journey.

There are some 31 Life Journeys defined with typically 5-20 Life and/or Business Events defined for each. Full details can be found in the spreadsheets which cover AOG Government Services

**Party** is the generic term for Persons and Organisations and is a simple area with all the important relationships, linkages etc being covered by Party Roles

**Contacts** and **Identity** are both **Role** related for flexibility but are essentially part of **Party**

**Party Roles** are the Rolesassumed by a Person or Organisation. They are many in number and, as the diagram shows by the blue relationship lines, are involved in many area of the model. The whole area of Parties and Roles are typically implemented by a CRM application and should always be implemented by a self-contained system due to their constant updating. It is normal for specific roles of importance are actually held within the area that they are intimately associated with. Examples of this are Provider (a provider of services) and Customer (a receiver of services).

**Data and Docs** are the data items and documents originating from a Party or Location. Party Data Items are realised by a Version which can be held in a number of places. These are Self, Other Party (individual), Provider or Document. The Version is used, from whatever source, by a Permission Request.

**Locations** areplaces (addresses) or physical areas. Locations provide Facilities against which permissions can be granted. Examples are a Liquor Licence for a restaurant or a Fishing Permit for a (specific) lake.

**Delegations – Basis** covers the basic agreements and authorities for delegation against which actual Party Delegations are made.

**Delegations – Organisation** covers the delegations provided by an organisation. These are defined specifically by each organisation and are used to manage delegation to parties

**Delegations – Party** covers the actual delegations held by a Party. These are based on the basic agreements and the actual delegation requirements for an organisation.

**Facility Permission** defines a Permissionand this typically originates from Government Legislation. For each Permission the required data and documents are defined. In addition, any actions, such as interviewing, are specified which may necessarily be taken before granting the permission.

**Provider Permission** defines Permissions which Providers provide via a Service which grants them. Each is based on a Government defined Permission but Providers, typically, have individual variations in the data, documents and rules they require to grant a Permission.

**Provider**scovers the Provider Role and contains basic Provider information such as the data and documents that they hold and their area of coverage.

**Provider Services** detail the Services that Providers provide and covers the actions required by that service and the service output for the Customer. A list of these will provide a Service Catalogue for an Agency.

**Provider Service Request** is a request from a Customer for a Provider Service. Most of the characteristics, such as status and actions, of a service are covered in this area.

**Form Management** is a set of processes which handle the collection (acquisition) of information for a service and present it in both an electronic and paper form.

**Permission Request** is a specific form of Service Request being that for a Permission to be granted

**NOTES on changing Permissions with another Service**

The Provider Service link to Provider Permission, together with the similar link from Provider Service Request to Permission Request, provides the ability to exchange the permissions process with another at a later date. These are the main “break” points, others occur in the area of Actions and Data. Areas and Relationships which can be swapped out are shown in red on the Subject Area diagram and on the Data model.

## Subject Area Relationships

Based on the Subject Area Dependency diagram the following relationships can be described in a (fairly) logical sequence.

**Party has** **Party Roles**. This is a simple statement of the basis for a Party Role sub system which, theoretically, has a large number of roles and is often implemented as a CRM application. Here the explicit roles shown on the diagram are those of Customer and Provider.

**Note:** The blue relationship lines from Party Role indicate the areas that individual roles are associated with.

**Party Roles have associated Locations.** Locations which are individual premises can have owners, managers etc associated with them. Locations, such as a restaurant, can be contained within other locations, such as a shopping mall. Locations which are areas can contain locations and be the subject of Provider coverage.

**Locations require Facility Permission**s**.** Locations have Facilities which require Facility Permissions in order to “operate”.

**Locations have Data.** There are data items which belong to Locations which are of value and used.

**Party Originates Data and Documents.** Parties are the origin of Data and Documents and their management between Parties and Providers is a complex area. Data is also held by Locations and used by Providers but its management is far simpler.

**Locations are the basis of Permission Requests.** All permission requests are based on a location whether it be for a Licence for a Café, or a Permit to fish or even a Firearms Licence which is based on a domicile.

**Providers provide Provider Services.**  The provision of services is what providers do.

**Provider Service is the basis for Provider Permission.** The connection here between the Service definition and an actual detailed service, being in this case a Permission**,** is the break/reconnection point for further service which exploits the base model areas.

**Provider Service accepts Provider Service Request.** A Provider Service Request is part of the generic part of the model and forms the link between the Service and the explicit Permission Request from the Customer.

**Provider Service Request uses Form Management.** A Provider Service Request uses a set of generic Form Management data and processes to handle the information a service requires.

**Permission Request is a Provider Service Request.** This is the other major linkage which forms a break/reconnection point for a replacement specific service.

**Government defines Facility Permission.** This relationship indicates that the requirement for all facility permissions originate from legislation of some form. It is also the connection between defined Life Journeys/Events and defined permissions.

**Facility Permission outlines Provider Permission**. Provider Permissions are based on those defined by Government but are capable of having their own variations as decided by their Provider.

**Provider Permission specifies Permission Request.** The data, documents and actions required by the Provider from the Customers Permission Request is specified by the Provider Permission.

**Customer issues Permission Request.** Permission Requests always originate from a Customer but reiterations can be sourced from already held versions. Always, though, with reference to a Customer directly or indirectly.

**Permission Request requires Data and Documents.** The data and documents require by a Permission Request can be sourced from a number of places. They can be originated directly from a Party or from those held by a Provider or from a previous request or even from another Party.

**Delegations-Organisation is a basis for Delegations-Party.** The delegations that an Organisation (Provider) provides determines the delegations a Party can request.

**Delegations-Basis is a basis for Delegations-Party.** Certain basic authorities and agreements need to be in place before a delegation can be granted to a Party.

**Party holds Delegations-Party.** Delegations are held by a Party and these enable them to issue Service Requests

**Delegations-Party allows Provider Service Request.** A delegation to a Party allows them to issue a Provider Service Request.